**SHEMAR SANFORD**

IT SPECIALIST



Dedicated and skilled IT Specialist with 9+ years of experience and a proven track record in efficiently managing and administering complex IT systems while providing exceptional service desk support. Expertise in providing exceptional technical support, troubleshooting and ensuring optimal functionality of desktops, hardware, software and network systems. Possesses a deep understanding of various IT systems, networks, and hardware, coupled with a strong commitment to delivering top-notch IT solutions and excellent customer service. Seeking for a position in a company that needs and values quality customer service and system maintenance.

**EXPERIENCE**

**IT SPECIALIST**

COMPANY NAME | PLACE

* Installing new software and hardware components.
* Regularly evaluating our IT systems to ensure they meet the necessary demands.
* Assisting with network administration tasks.
* Ensuring data storage is safe and secure.
* Resolving all issues coworkers have with their IT systems and software.
* Educating coworkers about network security and best practices for computer usage.
* Supporting the day-to-day operations of our computer network.

**SYSTEM ADMINISTRATOR**

COMPANY NAME | PLACE

* Managing user accounts and giving share & security level permission
* Responsible to install, setup, maintain network & also configure the peripherals
* Timely analyze whether any repairs or replacement needed
* Responsible for troubleshooting Microsoft windows issues
* Responsible for creating new outlook accounts for new users
* Responsible for configuring & troubleshooting Microsoft outlook accounts
* Install, configure, and maintain services such as MY SQL, SQL and IIS
* Responsible for the installation of software's like antivirus, Oracle & IBM
* Responsible for maintaining the network and troubleshoot network related issues
* Responsible for maintaining and troubleshooting network printer & net issues

**IT SERVICE DESK RESOLVER**

COMPANY NAME | PLACE

* Testing and analyzing IT system and software performance.
* Resolving incoming client and personnel IT queries remotely via email and phone, or at the office.
* Prioritizing and resolving IT concerns and escalating serious issues to relevant stakeholders.
* Avoiding service interruptions by performing system installations, updates, and maintenance procedures.
* Preparing training manuals and FAQ materials for easy-access end-user guidance.
* Documenting processes and maintaining service desk records.
* Making recommendations to optimize IT performance and to prevent future problems.
* Collaborating with internal departments to ensure that IT needs are met.
* Keeping informed of advancements in IT.

**CONTACT**

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+971 000 000

http/LinkedIn//00…….

Sharjah, UAE

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**2018 - Present**

**EDUCATION**

**BBA**

2013 / University

**HIGHER SECONDARY**

2010 / Kerala Board

**SSLC**

2008 / Kerala Board

**2017 - 2018**

**SKILLS**

Network Administration

System Maintenance

IT Infrastructure

Technical Documentation

O365 Administration

Microsoft 365 Defender

System Configuration

Virtualization

Incident Management

**2014 - 2017**

**DECLARATION**

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

**SHEMAR SANFORD**

**PERSON NAME**

Job position / Company name

Ph : +971 5000000

Email ID : …………..@gmail.com

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Job position / Company name

Ph : +971 5000000

Email ID : …………..@gmail.com

**REFERENCE**

**ACHIEVEMENTS**

* Recognized for outstanding customer satisfaction ratings, consistently receiving positive feedback in surveys.
* Led a successful server migration project, ensuring minimal disruption and zero data loss for the company.
* Designed and executed a system upgrade plan, minimizing downtime and ensuring seamless transition for end-users.

**PROJECTS**

* As an IT Specialist in Westernacher Consulting Private Limited
* As an System administrator in IBS Software private limited
* As an IT Service Desk Resolver in CMS IT Services Private Limited

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Movies

🏏

Sports

🌍

Travel

🎧

Music

**HOBBIES**

**CERTIFICATIONS**

* Microsoft AZURE Fundamentals AZ-900 Certification
* Microsoft AZURE Administrator AZ-104 Certification
* CCNA
* Advanced Certified Hardware Networking Profession

**PERSONAL DETAILS**

Nationality : Indian

D.O.B : 07/03/1998

Gender : Male

Marital Status : Single

Passport No : Uoooo1

Date of Expiry : 05/02/2025

**LANGUAGES**

English

Hindi

Malayalam

Tamil

**SOFTWARE PROFICIENCY**

* MS Office 365
* MS Azure
* MS Intune
* Rydoo